Lupapiste (Permit Point)
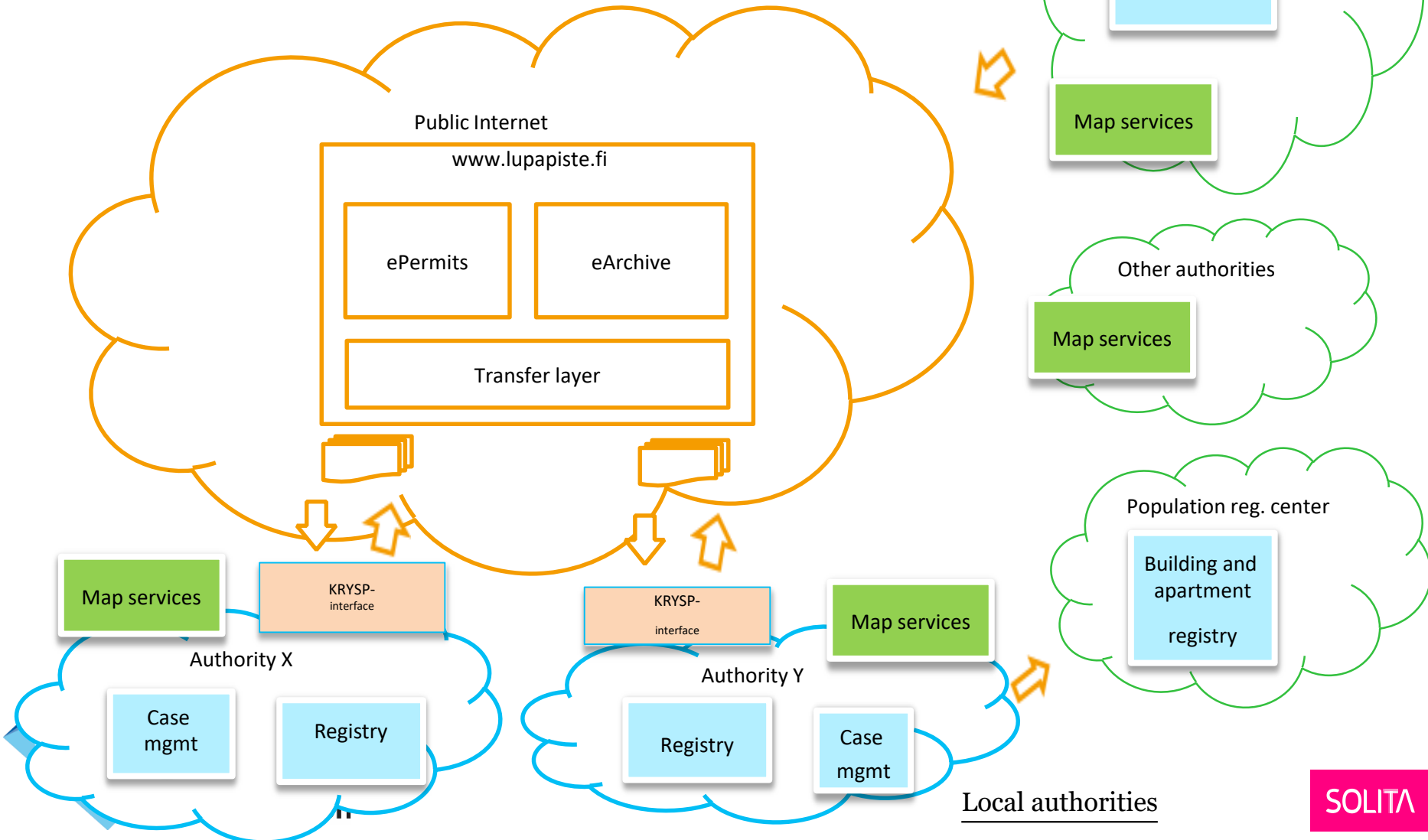
24/7/365 electronic service for building permits

› Interactive, involves all the parties in the project

- Enables guidance and supervision of the applicants
- A shared workspace for the project

› Includes over 100 different permit applications for the built environment

› Covers the entire permit and building process from information inquiry through application and decision-making to the final inspection

FEATURES

› Registration via bank identification and management of user accounts

› Management of work-in-process and work queues for the authority organisations

› Two-way communication channel between authorities and applicants

› Sending and receiving of applications, plans and drawings, decisions and statements

› Stamping of the approved submissions

› Notifying neighbors

› Statements from different authorities

› Reviews and inspections during the building process

› Interactive map with multiple layers: viewing and drawing

› Integration to several local and national authorities' registeries and geodata services

› Easy setup for new organisations / Cloud service operated by Solita

BENEFITS

› No paper submitted, handled or archived

› Better quality in applications

- Automatic data inspection and corrections
- Comminication and instructions by the authority

› Remarkably shorter lead times in application processing

› Less inquiries by phone or email

› Same data for different authorities and applications

- One piece of data filled only once

- New possibilities for cooperation across municipalities/authorities

› All the information always available for all the users

› Extremely high user satisfaction

SERVICE OPERATION TODAY

› Customer groups: municipalities and companies

- Municipalities: monthly fee based on population & transaction fee based on sent applications

- Companies: monthly fee based on service package

› Penetration across Finland, wide awareness and growing volume
  - Nearly 50% of the municipalities, over 50% of the citizens (1/2016)

  - 5000 applications monthly

› Electronic archiving started 1/2016

› More value added services under development

CASE VANTAA

CASE VANTAA

› November 2014: Vantaa joined Lupapiste gradually – wanted to serve customers through one desk

- Building permits for small houses at first phase through Lupapiste
- Only few applicants needed help in eg. scanning the documents

› Project involved 60 employees and 80 – 100 relevant stakeholders
› October 2015: All kinds of building permits could be applied through

Lupapiste

› January 2016: All kinds of building permits and inquiries must be

made through Lupapiste – no emails and paper applications allowed

Paper process   Lupapiste process

CASE VANTAA

› Need to change the old habits and ways of working

- How to serve customers together through one service and what is the process in this new way of working

- How to utilize the electronic possibilities eg. electronic stamps, statements, neighbour hearings

› Informing the relevant parties played an important role in the change process

- They held several "Soup and soulhealing" gatherings for stakeholders

› Brilliant job in motivating and coaching internal and outer parties
- Vantaa had few "Lupapiste-ambassadors" for this job

LUPAPISTE ELECTRONIC ARCHIVE

› Lupapiste's electronic archive is an extension to the ePermit service

› Key features

- Archive file format transformation

- Automatic archival data generation from Information Control System

- Archives project data and documents to a document archive

- Long-time and permanent archived material

- Enables fast and accurate searches based on location data

› Reviewed and approved by the Finnish National Archive authority

Georeferred As Build IFC –plans directly to scanned City model in the near Future http://map8.sito.fi/Vantaa-asuntomessumalli/